

# TEXAS DEPARTMENT OF INFORMATION RESOURCES



# DIR Information Technology Services



IT Strategic Planning  
Information Security  
Enterprise Solution Services  
Strategic Outsourcing

Policy &  
Planning

"Do it Yourself IT" pre-  
negotiated master  
contracts for IT goods  
and services

Cooperative  
Contracts

Shared  
Technology  
Services

Bulk  
Purchasing

## Outsource Services

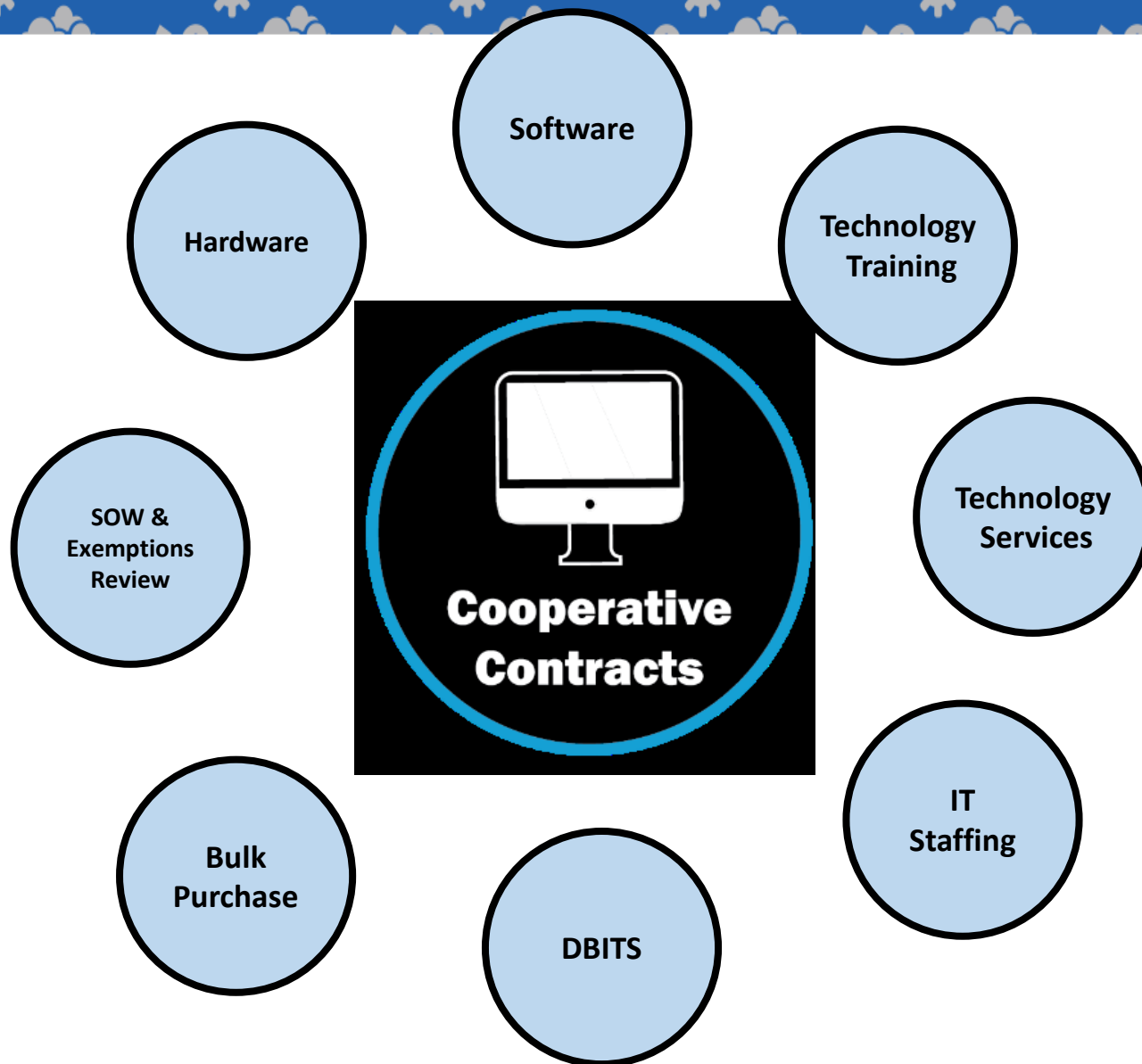
- Data Center Services
- Managed Applications
- Managed Security
- Texas.gov (future)

Leverage "Known"  
volume for additional  
statewide price  
discounts for hardware  
and software

## Eligible Customers



# Cooperative Contracts Program



# Cooperative Contracts Services

- IT Staffing Services
- Technology Based Training
- End-User IT Outsourcing (Seat Management)
- Managed Document Output
- Deliverables Based IT Services (DBITS)
- IT Security Services
- Comprehensive Web Development
- Cloud Services
- Cabling Services
- Telecommunications Services:
  - Wireless Voice and Data
  - Pagers
  - Internet
  - Video
  - Interpreter Services – over the phone
  - Audio Conferencing
  - Cable Modem and DSL

# Products on Cooperative Contracts

- Computers
- Software
- Networking Equipment
- Printers & Copiers
- Surveillance Cameras
- Data Storage
- Digital Photography
- Accessibility Products
- Projectors
- Security Products
- Videoconferencing Equipment
- Classroom Interactive Products
- Body Cameras
- Drones
- Disaster Recovery Products

# Cooperative Contracts Benefits



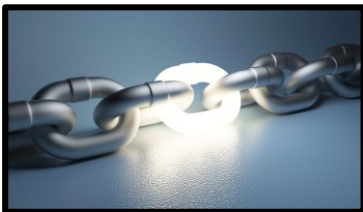
## Create Savings

- Leverage the state's buying power to lower prices
- Contain best value
- Bulk Purchase Initiative



## Streamlines Purchasing Process

- Reduces purchasing and contract cycle time
- Reduces duplicate efforts
- Access to Historically Underutilized Businesses



## Benefits for Vendors

- Simplifies sales process for vendors
- Access to public entities
- Approximately \$6 billion in sales FY14 – FY17

## THINGS TO KNOW ABOUT DIR PROCUREMENTS:

- All DIR contracts are competitively bid and comply with applicable purchasing laws.
- The Request for Offer (RFO) method of procurement is mainly used to procure and Information Technology (IT) products and services.
- Following the required thresholds for IT procurement, DIR's Cooperative Contracts allows a customer to directly order with the Vendor by issuing a purchase order (PO) with the DIR contract number referenced.
- DIR cooperative contracts technology procurements are driven by customer demand.



**IT Staffing Services contracts provide for temporary IT staffing augmentation services.**

**Categories include:**

- Developer Analyst
- Developer
- Software Test Analyst
- Technical Writer
- Business Analyst
- System Analyst
- Database Architect
- Data Warehouse Architect
- Database Administrator
- Enterprise Architect
- Project Manager
- Project Lead
- Network Engineer
- Network Administrator
- Help Desk
- Technical Support
- OCM Analyst (NEW)
- IT Communication Coordinator (NEW)
- IT End User Trainer (NEW)
- IT Contract Manager (NEW)



DBITS contracts provide deliverables-based, outsourced systems integration or application development projects, requiring acceptance of Statement of Work (SOW) and authorization for payment of milestone tasks.

## **Functional categories available under DBITS contracts:**

- Application Development
- Application Maintenance and Support
- Business Intelligence (BI) and Data Warehouse
- Enterprise Resource Planning (ERP)
- Independent Verification and Validation (IV&V)
- Information Technology Assessments and Planning
- Project Management
- Technology Upgrade/Migration and Transformation
- IT Procurement Assistance

- **Exemption Review Process**

Gov't Code, §2157.068 requires state agencies to purchase **hardware, software, and technical services** through DIR's cooperative contracts.

- **Statement of Work Review**

Under TAC 212, state agencies are required to submit SOWs to DIR for approval prior to solicitation.

**Services Requiring SOW review include but not limited to:**

- Deliverables-Based Information Technology Services (DBITS)
- End-User IT Outsourcing Services
- IT Security Services
- Cloud Services (when an SOW is executed)
- Comprehensive Web Development
- Complex services such as software or hardware customizations, integration, or overall project solutions

- DIR Website
  - Current Contracting Initiatives
  - FAQs
  - Webinars
  - Templates
  - Request for Technology Products and Services
- Open Data Portal
- Join a Mail List
- DIR Contract Manager



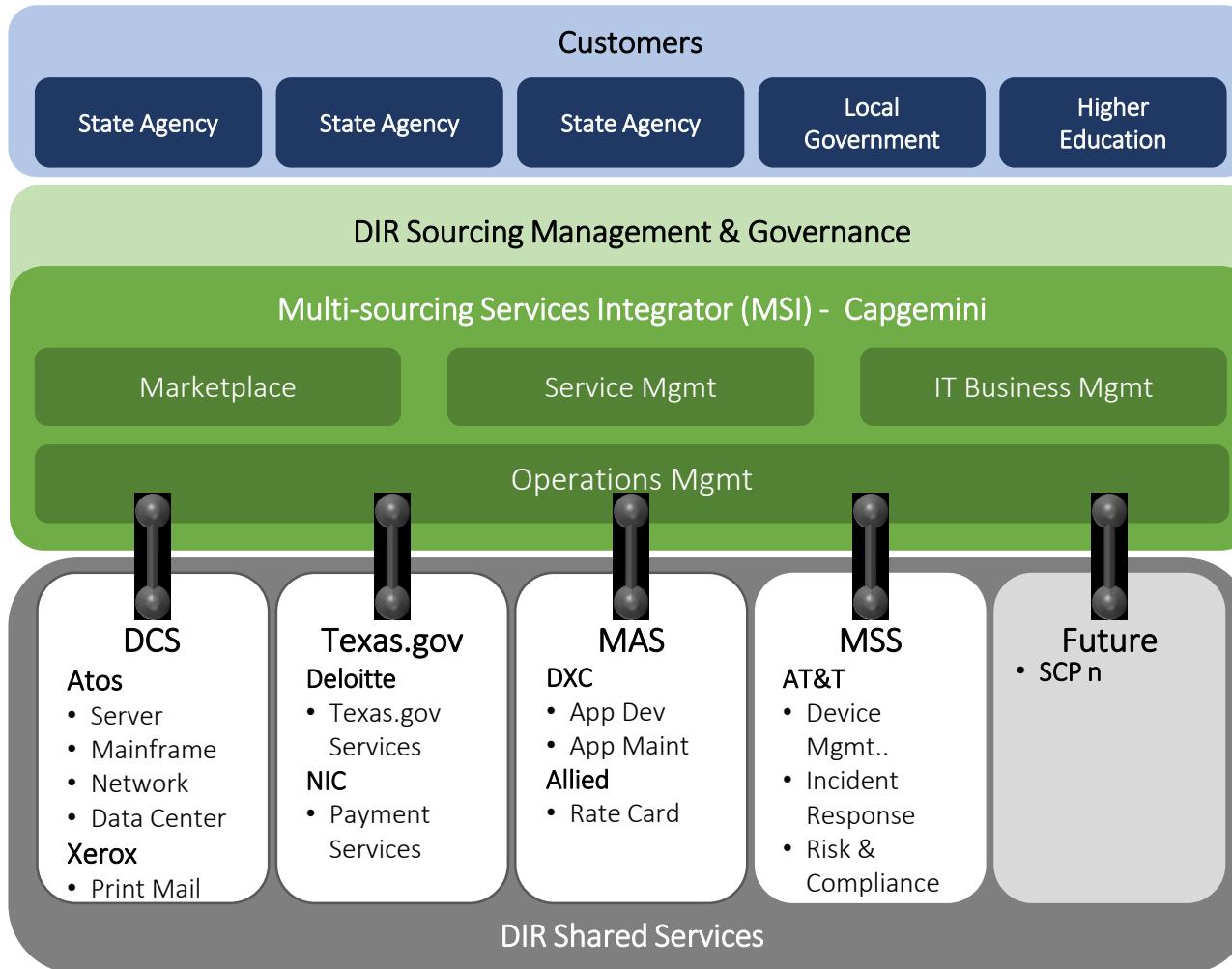
# ***DIR***

## ***Shared Technology Services Program***



Texas Department of Information Resources

# Shared Technology Services Program Model



- **Increase Service Offerings** to meet State's technology goals through services DIR customers can leverage
- **MSI** provides a single service delivery model for customers from all service provider's
- **Increase Service Quality** through a plug-and-play operating model enabled by standardized processes and tools
- **Reduce Statewide Costs** for shared technology services

# Shared Technology Services Governance

Business Executive  
Leadership Committee

IT Leadership  
Committee

## Solution Groups

Technology

Service Delivery

Contracts & Finance

Geographic Info  
Systems

Security

- Chartered Governance Groups meet monthly
- DIR co-chairs and customer's chair all solution groups or committees
- MSI and SCP are members of governance groups
- Decision-making is through consensus building or is escalated to BELC
- BELC may choose to vote if consensus cannot be reached



# Current Shared Technology Services



## State Data Center Services

- Server and Mainframe Services
- CJIS compliant Private Community Cloud
- Self Provisioning via Market Place
- Fully Managed and Semi Managed Services
- Dual Data Center Disaster Recovery
- ITIL Service Management Processes



## Hybrid Cloud Services

- Integrate State Data Center with Amazon and MS Azure Cloud Providers
- DCS Assurances and Security
- Self Provisioning via Vendor Market Place
- Fully Managed and Semi Managed Services
- ITIL Service Management Processes



## Bulk Print/Mail Services

- Secure Print Impressions
- Document Composition
- Address Cleansing & Mail Insertion
- Print to insert to mail closed loop tracking
- Only pay for the amount of services used.
- No capital investment in HW or SW
- CJIS Compliant Security



## Disaster Recovery as a Service

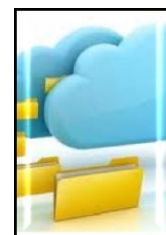
- Leverages State Data Center Backup Services
- Various Recovery Time Objective (RTO) options
- Meets business, technical, and regulatory requirements for restoring infrastructure and data in the event of a Declared Disaster
- **Coming Soon: DR in the Cloud**



## Managed Applications Services:

For Data Center Services Customers

- Application Development
- Application Maintenance
- Rate Card Resources

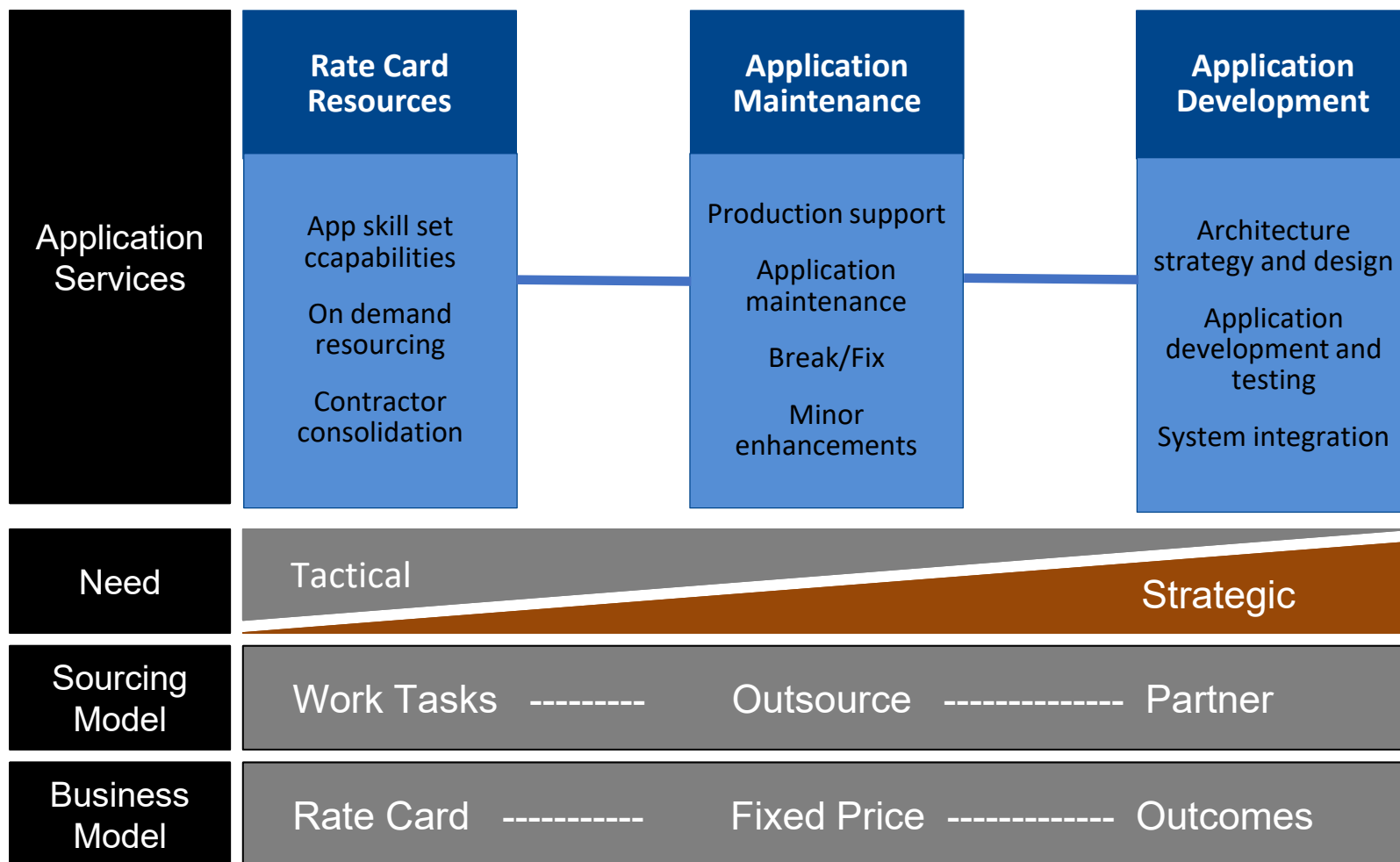


## Managed Security Services

All DIR Qualified Customers

- End point Device Management
- Managed Incident Response
- Risk & Compliance
- Security & Threat Analysis

# Managed Application Services (MAS)





# Managed Security Services: Overview



Available on March 1<sup>st</sup>

The MSS contract was awarded to [AT&T Corporation](#)

## What is Managed Security Services?

**Managed Security Services (MSS)** is an offering within DIR's Shared Services program, providing a cost-effective solution to state, local, municipal, and higher-education cybersecurity needs.

**MSS is composed of three (3) Service Components, each containing multiple services to choose from to meet your IT security needs:**

- Security Monitoring and Device Management
- Incident Response
- Risk and Compliance

Leverages the **MSI** to provide a single service delivery model for all customers.

- ✓ Standardized **processes and tools**
- ✓ Independent **SLA management and reporting**
- ✓ Centralized **Chargeback and Invoice system**
- ✓ Owner/Operator **Governance structure**

# Managed Security Services – Overview

## Security Services

### Security Monitoring and Device Management

- Security Information and Event Management (SIEM)
- Threat Research
- Security Operations Center Services
- Managed Endpoint Security
- Host Based IDS/IPS
- Network Based IDS/IPS
- Managed Firewall
- Managed Web App Firewall
- Malware Detection System

### Incident Response

- Incident Response Preparedness
- Digital Forensics
- Security Incident Management

### Risk and Compliance

- Penetration Test
- Web App Penetration Test
- Vulnerability Scanning
- Web App Vulnerability Scanning
- Risk Assessment
- Cloud Compliance Assessment